



What happens when you call?



Thinking of calling the 988 Lifeline but not sure what to expect?

Here's how it works:

- First, you'll have the option to dial 2 and get support in Spanish.
- Then, you'll have the option to dial 1 for the Veterans Crisis Line or dial 3 for the LGBTQI+ Youth Subnetwork. This line supports lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and two-spirit (LGBTQIA2S+) teens and young adults under age 25.
- When calling from a Washington area code, you can dial 4 to connect with a Native crisis counselor at the Native and Strong Lifeline.
- Calls are routed based on area code. If you call from a Washington area code, your call will be routed to one of Washington's 3 crisis centers.
- The crisis counselor who answers your call will listen to your concerns, offer support with your crisis, and help you find other resources.
- Counselors will only transfer calls, chats, and texts to emergency services when a risk to someone's life can't be reduced during the conversation.

Free and confidential

The 988 Lifeline is free to call, chat, or text, and you don't need to give any personal data. Most calls stay confidential. Fewer than 2% are transferred to emergency services.

Available 24/7/365

Contact 988 at any time to get help for yourself or a loved one dealing with thoughts of suicide, a substance use crisis, or any other type of emotional distress.

Language options

The 988 Lifeline offers call translation services in over 240 languages. You can also call, chat, or text in Spanish. American Sign Language videophone support is available through [988Lifeline.org](https://988lifeline.org).

Washington State Health Care Authority
HCAProgram1477@hca.wa.gov

Washington State
Health Care Authority

Washington State Department of Health
988ProgramInfo@doh.wa.gov

Washington State Department of
HEALTH

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.